

Notice of References Cited	Application/Control No. 10/686,416		Applicant(s)/Patent Under Reexamination FULTON ET AL.	
	Examiner THOMAS MANSFIELD		Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2002/0077750	06-2002	McDonald et al.	701/213
*	B	US-7,110,745	09-2006	Smith et al.	455/411
*	C	US-6,349,238	02-2002	Gabbita et al.	700/101
	D	US-			
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	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Weigel et al, "Applying GIS and OR Techniques to Solve Sears Technician-Dispatching and Home-Delivery Problems", Institute for Operations Research and the Management Services, 0092-2102/99/2901/0112, 1999
	V	PR Newswire, "MobileForce and Insight Communications Announce Evaluation of Field Service Management Service", PR Newswire, New York, Feb. 28, 2001, pg. 1
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.